HR2020

Track-by-track progress

HR 2020 is organized into five interdependent tracks. The following reports summarize progress during May-June 2019 (see next page for updated timelines):

Track 1: Payroll Department Realignment (reorganize current Payroll staff into separate Payroll Services and University Workforce Operations teams)

- Finalizing steps for **new Payroll Services/University Workforce Operations structure** to take effect **July 1**.
- Developing stakeholder communications and website content describing new structure.
- Working with teams to refine where specific **job duties** fall and ensure **customer-service continuity**.
- Anticipating **project close and review** in September.

Track 2: Transaction Service Redesign (streamline the current transactions/operations service-delivery model to encourage specialization and reduce errors) **and**

Track 3: Transaction System Enhancements (enhance IT systems that support personnel transactions/ operations)

- Finalizing **project roadmap** for service and system redesign/enhancements.
- Continuing **change-management** conversations with stakeholders and developing materials that describe new service-delivery model.
- Developing new **user-support structure** for service model.
- Meeting weekly with Information Management on system design and process-flow structure.
- Reviewing and documenting retroactive accounting process.

Track 4: HR Service Delivery Redesign (establish a central hub for reception and questions about payroll, workforce operations, benefits, and other HR services)

- Wrapping up **issue tracking** for units without seasonal/cyclic changes in questions and contacts.
- Working with first units (liveWELL, Compensation and Classification, etc.) ready to develop **knowledge databases**.
- Monitoring **Payroll Services/Workforce Operations restructuring** for any effect on call volume. (Findings to date show about 70 percent of questions related to payroll, 30 percent to operations.)
- Tracking end-of-fiscal-year questions and contacts. Continuing issue tracking for units that see seasonal/ cyclic changes in contacts.

Track 5: Welcome Center Construction (renovate USB space to accommodate a new welcome center and enhance building security)

- Establishing **construction alternatives** to be included in bid (i.e., welcome center side and conference room area).
- Drafting **construction schedules** to minimize disruptions during peak periods (e.g., benefits enrollment).





TIMELINES

July 2019

	MAY 20 APR 20 MAR 20 FEB 20 JAN 20 DEC 19 OCT 19 SEP 19 SEP 19 JUL 19 JUL 19 JUL 19 JUL 19 JUL 19 JUL 19 JUL 19 FEB 19 FEB 19 JAN 19 JAN 19	DEC 20 NOV 20 OCT 20 SEP 20 AUG 20 JUL 20 JUL 20
Track 1: Payroll Department Realignment Lead: Terri Hein	Realignment plan (100% complete) Team composition (100% complete) New departments (100% complete) Change management and implementation (75% complete)	
Track 2: Transaction Service Redesign <i>and</i>	Pre-planning (100% complete) Service model design and reviews (40% complete) Service model implementation (0% complete)	
Track 3: Transaction System Enhancements Lead: Dan Schropp	Image: System implementation—in phases through Oct. 2021 (5% complete) Image: System implementation—in phases through Oct. 2021 (10% complete) Image: System implementation—in phases through Oct. 2021 (5% complete) Image: System implementation—in phases through Oct. 2021 (5% complete) Image: System implementation—in phases through Oct. 2021 (5% complete) Image: System implementation—in phases through Oct. 2021 (5% complete) Image: System implementation implementation in phases through Oct. 2021 (5% complete) Image: System implementation implementation in phases through Oct. 2021 (5% complete) Image: System implementation implementatimplementatimplementatimplementation implementation im	
Track 4: HR Service Delivery Redesign Lead: Rebecca Olson	Issue tracking (50% complete) Knowledge database development (20% complete) Seasonality mapping (10% complete)	
Track 5: Welcome Center Construction	Measurements and metrics (0% complete) Initial meeting with Facilities Management (100% complete) Recommendations on construction needs (100% complete) Design development (75% complete)	
Lead: Cheryl Reardon (All dates tentative)	Pricing, doc Pricing, doc Construction (0% complete) Security measures (0% complete)	uments, and bids (0% complete)
	Be k	ind. Be clear. Get results.

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